

## CHAPTER 1

### INTRODUCTION

1-1. Purpose. The purpose of this pamphlet is to assist volunteer program coordinators in preparing volunteer management plans and to provide procedures for administering effective volunteer programs at Corps projects and offices.

1-2. Applicability. This pamphlet applies to major subordinate commands, districts, and field operating activities (FOA) having civil works responsibilities.

1-3. References.

- a. ER 1130-2-432, The Corps of Engineers Volunteer Program.
- b. EP 1130-2-430, Volunteering for the U.S. Army Corps of Engineers.
- c. EP 1130-2-431, Techniques of Supervising Volunteers.
- d. EP 1130-2-432, A Volunteer's Guide to Working Safely.
- e. EP 1130-2-433, America's Environment, A Shared Responsibility - Be a Volunteer.

1-4. General. Volunteer service on Corps projects is nothing new. However, when the term, "volunteer" comes up, many of us have a tendency to think only in the traditional sense; scouts surveying the area for litter or building bird feeders; retired couples acting as campground hosts; college students looking for job experience. The list of traditional volunteer tasks is not a long one. Many Corps offices and projects have had some experience with volunteers, however, much more can be done.

In order to get the most from your volunteer program, you need to begin to think nontraditionally. Volunteers can do and, in fact, have done almost everything for the Corps except enforce laws, set policy, or supervise Corps staff members. Here are just a few examples of what volunteers have accomplished.

- o Revision of project plans, manuals, and SOPs.
- o Development of various computer programs.

- o Presentation of training in such topics as defensive driving, CPR, and first aid.
- o Performance of clerical duties on a routine basis.
- o Development of brochures, public service announcements, and other public affairs duties.
- o Construction of interpretive displays.
- o Presentation of interpretive programs.
- o Drafting of maps and charts for plans and publications.
- o Participation in emergency response teams.

In paragraph 3-6, you will find a section on matching the needs of your project to the skills of the volunteer. This paragraph identifies a wide variety of jobs and job descriptions that will further broaden the volunteer coordinator's view of the capabilities of volunteers.

Appendix D highlights innovative volunteer programs. This section will provide insight to several unique types and uses of volunteers and hosted worker programs.

A hosted worker is an individual who performs services for the Corps and is compensated by another organization or agency. A county youth employment program paying young people minimum wage to work at a Corps project is an example of a hosted worker program.

It is important to keep in mind that volunteers fall into two distinct categories - short-term and long-term. Short-term volunteers perform services to Corps projects or offices from a few hours to a few days. Long-term volunteers may serve from several days to several years. There is a distinct difference in the needs of volunteers in these two categories as well as in the way they are supervised. A sound volunteer management plan should address the various needs of the project or office for volunteers in both of these categories.

As you read and utilize this handbook, consider that many of the plans and procedures outlined will not apply to volunteers serving for brief periods or even for large one-time events involving volunteers.